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Omni Device Operating Procedures Manual

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Address any comments concerning the contents of this manual to:

EDS Publications Unit
950 North Meridian Street, Suite 1150
Indianapolis, IN 46204
Fax: (317) 488-5169

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Section 1: Introduction and Eligibility Transaction

Overview

The Omni 380 and Printer P250 and the respective cabling and power supplies make up the Omni Eligibility System. The Omni System is one of three ways to check the eligibility status of an Indiana Health Coverage Programs (IHCP) member. This should be done before any services are provided.

The Electronic Commerce Division (ECD) in Plano, Texas handles the Emergency Terminal Replacements (ETR) for the Omni Systems. When ECD sends out a refurbished system there are setup instructions included and the Indiana Omni Customer Support Center phone number, 1-800-284-3548, is on the terminal.

Calls are taken live when a customer service representative is available. When all representatives are on other calls, providers can leave a message. The goal of the Indiana Omni Customer Support Center is to respond to all calls within 24 hours.

Contact Information

Table 1.1 – Contact Information

New Omni Terminal	Telephone	1-800-284-3548
Voice Mail System	Telephone	(317) 488-5333
Omni Dial Up	Telephone/Modem	1-800-931-9001
VeriFone	Telephone	1-800-654-1674
EDS Help Desk	Fax	(317) 488-5185
Electronic Terminal Replacement	Mail	EDS (A4-2A-15) 5400 Legacy Drive Plano, TX 75024

Eligibility Transaction

The following is the process for performing an eligibility transaction using the Omni 380 swipe-card terminal.

1. Ensure that the display reads WELCOME TO INAIM/SELECT A TRANS before beginning the transaction. If this is not what the display reads, then press the **Clear** key to return to the WELCOME TO AIM screen.

2. Press the number **1** key. The display reads: PROVIDER ID.

3. Type the nine-digit IHCP provider identification (ID), or press the number key that is mapped for the provider ID and press the **Func|Enter** key. The provider ID displays. See *Section 8: Provider Number Key Mapping*.

4. Verify that the provider ID is correct, then press the **Func|Enter** key. The display reads: LOCATION CD A.

5. Press the **Func|Enter** key to accept the LOCATION CD A or type in the correct location code.

Example of another location code: LOCATION CD B, press the number on the key pad that represents that letter, then depending on location code number press the **Alpha|Print** key that many times. Location B would be **2, Alph|Print, Alph|Print**.

6. Press the **Func|Enter** key. The display reads: SEARCH CRITERIA.

7. Type in the search criteria code used to identify the member and press the **Func|Enter** key. See *Table 1.2* for search criteria code valid values.

Table 1.2 – Search Criteria Code

Value	Description	Keystrokes
R	Member ID (RID)	To type R, press the number **7** once and the **Alpha|Print** key twice. The display reads: R. Press the **Func|Enter** key.
S	Social Security number	To type **S**, press the number **7** once and the **Alpha|Print** key three times. The display reads: S. Press the **Func|Enter** key.
M	Medicare number	To type **M**, press the number **6** once and the **Alpha|Print** key once. The display reads: M. Press the **Func|Enter** key.

8. Depending on the search criteria selected the display reads: RID NO, SSN or MEDICARE NO.

9. At the RID NO. prompt swipe the member's Hoosier Health Card, or type in the appropriate number and press the **Func|Enter** key. If the Hoosier Health Card is swiped, the member ID automatically populates at this time.

10. Press the **Func|Enter** key to display the current date and the display reads: TO DOS MMDDCCYY, or type in the desired date in the MMDDCCYY format Press the **Func|Enter** key and the display reads: FROM DOS MMDDCCYY, or type in the desired date in the MMDDCCYY

> *Note: Transactions cannot be future dated.*

11. Press the **Func|Enter** key and the display reads: SERVICE TYPE.

12. Type the desired service type. See *Table 1.3* for the list of valid service types. Press the **Func|Enter** key. The display reads: SERVICE TYPE . Type additional service types, if necessary.

Table 1.3 –Service Type Codes

Service Type Code	Provider Type and Benefit Limitation Information	Service Type Code	Provider Type and Benefit Limitation Information
71	Audiologist – Audiology assessments	A8	Mental health provider – Outpatient mental health/substance abuse service limit without PA
34	Chiropractor– Chiropractic office visits	AI	Mental health provider – Prior authorized outpatient mental health/substance abuse service limit
33	Chiropractor – Chiropractic treatments	AD	Occupational Therapist – Occupational therapy services

(Continued)

Table 1.3 –Service Type Codes

Service Type Code	Provider Type and Benefit Limitation Information	Service Type Code	Provider Type and Benefit Limitation Information
04	Chiropractor – Chiropractic x-rays	AO	Optometry – Lenses
23	Dental X-rays – full mouth or panoramic	AM	Optometry - Frames
35	Dental – Oral Exams	AL	Optometry – Vision exams
41	Dental – Preventive-prophylaxis	AE	Physical Therapist – Physical therapy treatments
28	Dental – Fluoride treatments	98	Physician – Medical office visits
24	Dental – Periodontal root planning	93	Podiatrist – Podiatric services
25	Dental – Restorative – dental cap	94	Podiatrist – Podiatric office visits
18	DME provider – Annual	AB	Rehabilitation facility– Inpatient rehab service limit
12	DME provider – Lifetime	AF	Speech Therapist– Speech therapy service
18	DME provider – $2000 annual limit	56	Transportation – 20 one way trips
12	DME provider – $5000 lifetime limit		
42	DME provider – Rollover		

13. After all service types are entered, press the **∗|Yes** key. The display reads: SEND OR DISPLAY.

14. Press the **0|Send** key to begin the dialing process . The display reads: DIAL XXXXXXXXX. The telephone number displays as 1,8009319001 or 9,18009319001.

15. Wait for a response from the host. The display reads: CONNECTED.

16. Take no action at this point. The prompt: WAIT ON RESPONSE displays.

17. When the response is received the display reads: PRINT OR DISPLAY. Press the **Alpha|Print** key to print the reply message or press the **Func|Enter** key to review the reply message on the screen.

Section 2: Message Center for Customer Support

Retrieving Messages

Process Summary

This section provides procedures for retrieving messages from the Omni Customer Support Message Center.

Additional Information

When a provider calls the support number provided with the new Omni terminal, 1-800-284-3548, the voice mail for extension 5051 is reached. The voice mail message asks for the provider name, telephone number, and a brief description of the problem.

Process Steps.

To retrieve messages from the voice mail system:

1. Dial 5333 internally at EDS or (317) 488-5333 (Indianapolis local area) from outside the account.

2. When prompted to type an extension, press **3922** followed by the **#** key.

3. When prompted to type a password, press **082204** followed by the **#** key. The message center gives the number of new messages available. If there are no messages, end the call by disconnecting.

4. To retrieve the messages, press **2**. Record the time of the call in the *Omni Call Log*.

5. Press **0** to play the message. In the *Omni Call Log*, enter the place of business, the phone number, the name of the person who placed the call, and a brief description of the problem.

6. Press **∗3** to delete the call from voice mail or press **#** to retain the call for future reference. The time of the next call is given. Record the time of the call in the *Omni Call Log*.

7. Repeat Steps 5 and 6 for each message until all calls are logged.

System Down

Process Summary

This section provides procedures for the Omni Customer Support Center when the EDS Point of Service (POS) system goes down or when there is a communications problem. When such a problem occurs, a host error such as 42, 26, or 900 displays on the Omni terminal.

Additional Information

An unsuccessful eligibility transaction can be caused by a communications problem or a POS system problem. An error message such as 42, 26, or 900 displays on the Omni screen. The Omni Customer

Support Center experiences an increase in phone call as providers call to report errors. This is an audio clue. Providers leave messages stating that they are receiving host errors. At the first indication of a host error run an eligibility transaction to verify if there is a problem.

If host errors 42, 26, or 900 are received, the voice mail message must be changed from the standard message number 1 to message number 2, which informs the caller that the system is temporarily unavailable.

Host errors can be the result of either a POS system problem or a communication problem with Transaction Network Services (TNS). All eligibility transactions sent through the Omni terminals are routed through TNS.

To determine if the host error is being caused by a POS system problem, contact a systems administrator. If it is determined that the host error is a result of a POS system problem, follow the *Process Steps for POS System Down*.

To determine if the host error is being caused by a communications problem, contact the TNS help desk at (703) 453-8500. If it is determined that the host errors are due to a problem with TNS, follow the *Process Steps for TNS Problem*. See *Section 4: Common Problems*.

Process Steps for POS System Down

1. Dial 5333 internally at EDS or (317) 488-5333 (Indianapolis local area) from outside the account.
2. When prompted to enter an extension, press **3922** followed by the **#** key.
3. When prompted to enter a password, press **082204** followed by the **#** key.
4. Press **3** to administer personal greetings.
5. Press **3** to activate a greeting.
6. Press **2** to select the greeting to activate.
7. Hang up.

> *Note: Contact the systems engineer for the 270 transaction and advise that there is a problem with the Eligibility Verification System (EVS) system.*

When the system is back on line message 1, the standard message, must be reactivated.

1. Dial 5333 internally at EDS, or (317) 488-5333 (Indianapolis local area) from outside the account.
2. When prompted to enter an extension, press **3922** followed by the **#** key.
3. When prompted to enter a password, press **082204** followed by the **#** key.
4. Press **3** to administer personal greetings.
5. Press **3** to activate a greeting.
6. Press **1** to select the daily greeting.
7. Hang up.

Process Steps for TNS Problem

1. Dial 5333 internally at EDS or (317) 488-5333 (Indianapolis local area) from outside the account.
2. When prompted to enter an extension, press **3922** followed by the **#** key.

3.   When prompted to enter a password, press **082204** followed by the **#** key.

4.   Press **3** to administer personal greetings.

5.   Press **3** to activate a greeting.

6.   Press **3** to select the greeting to activate.

7.   Hang up.

> *Note: Contact the EDS Customer Assistance call center supervisor and advise that there is a communication problem.*

When the problem is solved, message 1, the standard message, must be reactivated.

1.   Dial 5333 internally at EDS or (317) 488-5333 (Indianapolis local area) from outside the account.

2.   When prompted to enter an extension, press **3922** followed by the **#** key.

3.   When prompted to enter a password, press **082204** followed by the **#** key.

4.   Press **3** to administer personal greetings.

5.   Press **3** to activate a greeting.

6.   Press **1** to select the daily greeting.

7.   Hang up.

> *Note: Contact the EDS Customer Assistance call center supervisor to advise that the problem is corrected.*

Section 3: Omni System Configuration Settings

Process Summary

To determine the cause of an Omni terminal problem, it may be necessary to view the Omni system configuration settings. This section provides the steps needed to view the Omni configuration settings and the definitions and valid values for each setting.

Process Steps

The steps for viewing the Omni system configurations are:

1. Press the **Clear** key and verify that the Omni display reads: WELCOME TO INAIM/SELECT A TRANS. Type the number **7**. The display reads: MAINTENANCE.

2. Press the **Func|Enter** key. The display reads: SET DATE/TIME.

3. Press the **Func|Enter** key. The display reads: Y OR N.

4. Press the **#|No** key. The display reads: PROV KEY CHANGE.

5. Press the **Func|Enter** key. The display reads: Y OR N.

6. Press the **#|No** key. The display reads: RETRY PRINTER.

7. Press the **Func|Enter** key. The display reads: Y OR N.

8. Press the **#|No** key. The display reads: CHANGE CONFIG.

9. Press the **Func|Enter** key. The display reads: Y OR N.

10. Press the **∗|Yes** key. The display reads: # PH =.
    This is the telephone number for accessing eligibility verification. The valid value for the PH setting is 18009319001. If the provider needs an access code to dial out of the building, the PH setting reads: <access code>18009319001.

11. Press the **Func|Enter** key. The display reads: # PP =.
    This is the telephone prefix. The PP setting should always be left blank.

12. Press the **Func|Enter** key. The display reads: # ZP =.
    This is the download telephone number. The ZP setting should always read 18009319001 or <access code> 18009319001.

13. Press the **Func|Enter** key. The display reads: # HT=P.

14. Press the **Func|Enter** key. The display reads: # HZ=N.

15. Press the **Clear** key. The display returns to the WELCOME TO INAIM/SELECT A TRANS screen.

Section 4: Common Problems

No Carrier

Process Summary

This section outlines the procedures to take when a provider receives a *No Carrier* error message on the Omni terminal. The *No Carrier* message can be caused by several different reasons such as incorrect Omni system configurations, telephone line problems, or communication problems with TNS.

Process Steps for Incorrect Omni System Configuration

Follow the process steps in *Section 3: Omni System Configuration Settings* to determine if the Omni configuration settings are correct. If an incorrect setting is found, use the following process steps to correct the error.

To Change the PH Setting

Determine if the provider must dial 9 or any other access number to dial out of the building. If the provider needs an access code and it is not displayed in the # PH (phone number) setting, use the following steps:

1. Follow the steps in *Section 3: Omni System Configuration Settings* to determine the # PH setting in the system configuration.

2. At the `#  PH` prompt, press the number **8**. The display reads: `INPUT PH`.

3. To add an access number, type in the access number and then press the ***|Yes** key followed by the **Alpha|Print** key. The display reads: `<access code>,`.

4. Type **18009319001**. The display reads: `<access code>,18009319001`. For example, `9,18009319001`.

5. Press the **Func|Enter** key. The display reads: `# PP=`. The PH setting is reset.

6. Press the **Clear** key to return to the `WELCOME TO AIM` screen.

Process Steps for Telephone Line Problem

If the Omni configuration settings are correct and the Omni still displays the *No Carrier* message, use the following steps to check the telephone line.

1. Verify that the telephone cord going from the terminal to the wall is plugged in.

2. Verify that the Omni is installed on a dedicated, analog telephone line. If the Omni is installed on a digital telephone line, the provider may get the *No Carrier* message.

3. Disconnect the telephone cord from the back of the Omni terminal. Plug the telephone cord into a plain telephone (a telephone without hold buttons or multiple lines). Check for a dial tone. If there is no dial tone, the Omni is on a digital line or there is a problem with the provider's telephone line.

4.   Advise the provider to install the Omni terminal on a dedicated, analog telephone line.

Process Steps for TNS Communication Problems

If the telephone line is functioning properly, check to see if the Omni Help Desk is receiving other incoming calls reporting the *No Carrier* error message. If the help desk has received several *No Carrier* calls, it could indicate a trunk line problem through Transaction Network Services (TNS). Use the following process to contact TNS:

1.   Verify what section of the State is receiving the *No Carrier* message. Note area code and telephone number of the incoming calls.

2.   Call TNS at (703) 453-8500 and report the problem to the technician on duty. The TNS technician needs to know the telephone numbers of the providers reporting the problem. The TNS technician should indicate that the problem will be researched.

3.   Ask the TNS technician to assign a reference ticket number and verify that a call back from the TNS technician is expected.

4.   Log the time of the TNS call, the ticket number, and the name of the TNS technician in the *Omni Call Log*.

5.   If the TNS technician verifies that there is a communication problem, refer to *Section 2: Message Center for Customer Support* to change the Omni Help Desk voice mail message until the problem is corrected.

No Line

Process Summary

This section outlines the procedures to take when a provider receives a *No Line* error message on the Omni terminal. The *No Line* message is usually the result of the Omni terminal being installed on a telephone line that is shared by other equipment. It can also be caused by a problem in the telephone line and must be handled between the provider and the telephone company.

Process Steps

To determine if the *No Line* message is the result of the telephone line set up:

1.   Verify that the telephone cord going from the terminal to the wall is plugged in.

2.   Verify that the Omni is installed on a dedicated, analog telephone line. If the Omni is installed on a digital telephone line, the provider may get the `No Line` message.

3.   Disconnect the telephone cord from the back of the Omni terminal. Plug that telephone cord into a plain telephone (a telephone without hold buttons or multiple lines). Check for a dial tone. If there is no dial tone, the Omni is on a digital line or there is a problem with the provider's telephone line.

4.   If a dial tone is heard, dial **18009319001** and wait to hear a modem. If a modem is heard, reconnect the Omni and try another eligibility transaction.

5.   Advise the provider to install the Omni terminal on a dedicated, analog telephone line.

No Printer

Process Summary

This section outlines the procedures to take when a provider receives a *No Printer* error message on the Omni terminal. The No Printer error could be caused by no power to the printer, low printer paper supply, missing paper roll spindle, or the printer needs to be reset.

Process Steps for No Power To Printer

To check the power supply to the printer use the following steps:

1. Verify that the printer power supply is plugged into the back of the printer and into the wall outlet.

2. Determine if the printer is turned on and if the green light is on.

3. Determine if the printer power supply box is warm to the touch. The power supply box should be slightly warm.

4. If the green light does not come on or the power supply box is cold, the printer power supply must be replaced. Follow the procedure in *Section 9: ETR Out of Warranty* to order a new printer power supply.

Process Steps for Low Paper Supply

1. Check the paper supply in the printer. Determine if the amber, paper-low light is on.

2. If the paper supply is low, replace the paper roll. Printer paper rolls can be purchased from VeriFone by calling 1-800-654-1674.

Process Steps for Missing Paper Roll Spindle

1. Verify the orange spindle that holds the paper roll is in place. Running the printer without the spindle in place could damage the printer.

2. If the orange spindle is missing, replace the spindle. Spindles can be purchased from VeriFone by calling 1-800-654-1674.

Process Steps to Reset Printer through Omni Configuration

1. Press the number **7**. The display reads: `MAINTENANCE`.

2. Press the **Func|Enter** key. The display reads: `SET DATE/TIME`

3. Press the **Func|Enter** key. The display reads: `Y OR N`.

4. Press the **#|No** key. The display reads: `PROVIDER KEY CHANGE`.

5. Press the **Func|Enter** key. The display reads: `Y OR N`.

6. Press the **#|No** key. The display reads: `RETRY PRINTER`

7. Press the **Func|Enter** key. The display reads: `Y OR N`.

8. Press the **∗|Yes** key. .The display reads: IS PRINTER OK?

9. Press the **Func|Enter** key. The display reads: Y OR N.

10. Press the **∗|Yes** key.

11. Press the **Clear** key to return to the WELCOME TO AIM screen.

Process Steps to Reset Printer – through Power Fail

Another option to reset the printer is to power fail the Omni terminal.

1. Turn off the printer.

2. Unplug the small, black power cord from the back of the Omni terminal. Leave disconnected for about five seconds.

3. Plug the Omni power cord back in.

4. Turn on the printer. The display reads: IS PRINTER OK?

5. Press the **Func|Enter** key. The display reads: Y OR N.

6. Press the **∗|Yes** key. The printer resets.

7. Press the **Clear** key to return to the WELCOME TO AIM screen.

The *No Printer* message could also be caused by a defective terminal or printer cable cord. Refer to *Section 5: Printer 250* for testing or replacing the terminal or printer cable cord.

Provider Number Not Found

Process Summary

This section outlines the procedures to take when a provider receives a *Provider Number Not Found* error message on the Omni terminal. The error *Provider Number Not Found* indicates that the provider number was not typed correctly, or the correct verification sequence was not followed when eligibility was checked.

Process Steps

To verify the reason for the *Provider Number Not Found* error, it is necessary to walk the provider through an eligibility transaction step by step.

1. Instruct the provider to press the **Clear** key. The display returns to the WELCOME TO AIM screen.

2. Using the steps in *Section 1: Introduction and Eligibility Transaction* walk the provider through an eligibility transaction.

3. After going through an eligibility transaction the provider realizes that either the provider number is being typed incorrectly or the correct sequence is not being used to send the eligibility transaction.

Section 5: Printer P250

Printer Cable Cord

Process Summary

This section outlines the procedures for troubleshooting problems with the printer cable cord. The printer cable cord, labeled P/NO.10448-00, connects the Omni terminal to the printer. If the Omni display screen reads, NO PRINTER, the problem could be in the printer cable cord. The cord could have a short in the wiring, or the connection pins could be bent.

Process Steps

To check the printer cable cord, instruct the provider to go through the following steps:

1. Unplug the Omni terminal and turn off the printer.

2. Check the printer cable cord connections at both the Omni terminal and the printer to be sure the cable is plugged in correctly.

3. Disconnect the printer cable cord at the Omni terminal and the printer. View the cable ends to be sure that none of the pins inside the connectors are bent or broken. Each end of the printer cable cord should have eight pins.

4. Spread the cable out lengthwise on a desk and smooth out any kinks in the cord. Do this several times, then reconnect the cable to the Omni terminal and the printer. This ensures there are no shorts in the wiring.

5. Plug in the Omni terminal and turn on the printer. The terminal resets and displays the message, IS PRINTER OK? Press the **∗|Yes** key twice.

6. If this procedure does not work and the printer self-test indicates the printer is working properly, replace the printer cable cord.

See *Section 9: ETR Out of Warranty* for instructions about replacing the printer cable cord.

Printer Self-Test

Process Summary

This section outlines procedures for performing the printer self-test. If a provider is printing unreadable characters or incomplete printed lines for an eligibility transaction, a printer self-test determines if the printer must be replaced.

Process Steps

To run a printer self-test, instruct the provider to go through the following steps:

1. Turn the printer off.

2. Press and hold the **Form Feed** button on the top right side of the printer and turn the printer on.

3. The printer automatically prints out several lines of alpha characters, numbers, and symbols. The provider must turn the printer off to end the self-test.

4. Ask the provider to view the print out and fax a copy to the EDS Help Desk at (317) 488-5185. If there is a space in the printed characters or if the characters printed are small and unreadable, a printer problem is indicated. The printer must be replaced.

5. Refer to *Section 9: ETR Out of Warranty* for emergency terminal replacement instructions.

Section 6: Download Needed

Process Summary

This section outlines the procedures for the *Download Needed* error message. Before performing an Omni terminal download, it is necessary to obtain some specific information from the provider.

Process Steps for Obtaining Terminal ID Number

Each Omni terminal is assigned a specific terminal ID number. This number is needed to perform a terminal download. To obtain a terminal ID use the following steps:

1. Ask the provider to read the serial number from the bottom of the Omni terminal.

2. Open the Microsoft Excel spreadsheet located in *L:\Systems\ECS\Omni\Warranty*.

3. Click on **Edit** in the menu bar and select **Find** from the *Edit* menu. The *Find and Replace* dialog box displays.
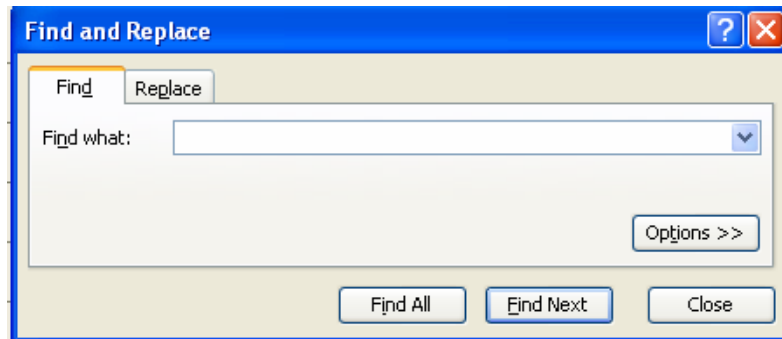
Figure 6.1 – Excel Find and Replace Dialog Box

4. Type the serial number in the *Find what* field. Click on the **Find Next** button. The software locates the desired serial number on the spreadsheet.

5. When the serial number is found, look at the corresponding terminal ID number for that serial number. It is found in column D of the spreadsheet. Write down the terminal ID number and exit the spreadsheet by clicking on the red **Close** button in the upper right corner of the window.

> *Note: If the serial number is not found, call the Plano ECD Help Desk at*
> *1-800-526-9839 for terminal information.*

Process Steps for Terminal Download

After obtaining the terminal ID number, instruct the provider to do the following:

1. Press the **Func|Enter** key and the number **7** at the same time and release. The display reads: `System Password`.

2. Press the number 1 and then press the **Alpha|Print** key two times. Ask the provider if the device displays one asterisk (∗).

3. Press the numbers **6**, **6**, **8**, **3**, **1**. Ask the provider if the device displays six asterisks (∗).

4. Press the **Func|Enter** key. The display reads: `system = V82`.

5. Press the **Backspace** key. The following message scrolls across the display: `Memory Test and Memory will be lost.  Do not press any keys.`

6. When the display reads: `Press Func if OK`, press the **Func|Enter** key. The display reads: `Memory OK/Memory Test`.

7. Press the **Clear** key two times. If the display flashes: `Memory Error`, press the **Clear** key once. The display reads: `System =`.

8. Press the number **0** once. The display reads: `*ZP=`

9. Type in **18009319001**. The display reads: `*ZP=18009319001`.

10. If the provider needs an access code, such as a 9 ,press the **Backspace** key to erase the number and type the access code. Then press the ∗ key followed by the **Alpha|Print** key. The display reads: `<access code>,`.

11. Type in **18009319001**. The display reads: `<access code>,18009319001`.

12. Press the **Func|Enter** key. When the display reads: `*ZT=`.

13. Type in the terminal ID number assigned to the provider. All terminal ID numbers for Indiana providers begin with **IN**.

Table 6.1 – Typing in the Terminal ID

Step	Action	Display reads
1	Press the number **4** and then the **Alpha|Print** key three times	I
2	Press the number **6** and the **Alpha|Print** key twice	IN
3	Type in the numbers of the terminal ID.	IN followed by the five numbers in the terminal ID

14. Ask the provider to repeat the number to ensure the number displays correctly.

15. Press the **Func|Enter** key. When the display reads: `*ZA=`.

16. To enter the ZA value do the following:

Table 6.2 – Typing in the ZA Value

Step	Action	Display reads
1	Press the number **6** and then the **Alpha|Print** key three times	O
2	Press the numbers **3, 8, 0**	O380
3	Press the number **5** and the **Alpha|Print** key three times	O380L
4	Press the number **3** and the **Alpha|Print** key once	O380LD
5	Press the number **3** and the **Alpha|Print** key three times	O380LDF

17. Ask the provider to repeat what displays on the screen to ensure the number displays correctly.

18. Press the **Func|Enter** key. The display reads: ZONTALK DOWN LOAD PARTIAL OR FULLPART=PARTIAL OR FULL.

19. Press the **Func|Enter** key. The display reads: DIAL18009319001 or DIAL9,18009319001. The terminal modem begins the dial up session for the download.

20. No action is required at this point. The display reads: Connected. Within a few seconds the message displays: Start Download.

21. The download begins. The download process takes 15 to 20 minutes. Do not touch the device or use the phone line connected to the Omni terminal during the download process.

22. When the download is complete the display reads: Download Success or Is Printer OK?

23. If the screen displays: Download Success, press the **Clear** key twice.

24. If the screen displays: Is Printer OK?, press the ***|Yes** key twice. The printer resets and the display reads: WELCOME TO INAIM/SELECT A TRANS. The download is complete and the provider can send an eligibility transaction.

If the provider needs to add an access code, such as 9, to the telephone number after the download, refer to *Section 7: Telephone Number Change*. If the provider wants to map the provider number to one key after the download, refer to *Section 8: Provider Number Key Mapping*.

Section 7: Telephone Number Change

Process Summary

In some instances, it may be necessary for a provider to change the telephone number used for eligibility on the Omni terminal.

The provider may need to add an access code, such as a 9, to dial out of the building. The following process is used to change the telephone number for the Omni terminal.

Process Steps

1. Press the **Clear** key and the Omni display reads: WELCOME TO INAIM/SELECT A TRANS.

2. Press the number **7.** The display reads: MAINTENANCE.

3. Press the **Func|Enter** key. The display reads: SET DATE/TIME.

4. Press the **Func|Enter** key. The display reads: Y OR N.

5. Press the **#|No** key. The display reads: PROV KEY CHANGE.

6. Press the **Func|Enter** key. The display reads: Y OR N.

7. Press the **#|No** key. The display reads: RETRY PRINTER.

8. Press the **Func|Enter** key. The display reads Y OR N.

9. Press the **#|No** key. The display reads: CHANGE CONFIG.

10. Press the **Func|Enter** key. The display reads: Y OR N.

11. Press the **∗|Yes** key. The display reads: # PH =. This is the phone number for dialing in for eligibility verification. The valid value for the PH setting is 18009319001. If the provider needs an access code to dial out of the building, the PH setting reads: <access code>, 18009319001

12. At the # PH setting, press the number **8**. The display reads: INPUT PH.

13. To add an access number, press the access number and then press the **∗|Yes** key followed by the **Alpha|Print** key. The display reads: <access code>,.

14. Type in **18009319001**. The display reads: <access code>,18009319001. For example: 9,18009319001.

15. Press the **Func|Enter** key. The display reads: # PP=. The PH setting (the telephone number) is changed.

16. Press the **Clear** key to return to the WELCOME TO AIM screen.

Section 8: Provider Number Key Mapping

Process Summary

The Omni terminal is set up with a feature that allows the provider to map the provider number to one key on the keypad. By using this feature the operator saves time and eliminates errors caused by incorrect entry of the provider number.

Process Steps

1. Press the **Clear** key the Omni display reads: WELCOME TO INAIM/SELECT A TRANS.

2. Press the number **7**. The display reads: MAINTENANCE.

3. Press the **Func|Enter** key. The display reads: SET DATE/TIME.

4. Press the **Func|Enter** key. The display reads: Y OR N.

5. Press the **#|No** key. The display reads: PROV KEY CHANGE.

6. Press the **Func|Enter** key. The display reads: Y OR N.

7. Press the ***|Yes** key. The display reads: KEY NUMBER.

8. Press the number key to which the provider ID is being mapped. The display reads: PROVIDER.

9. Type in the nine-digit provider ID number and press the **Func|Enter** key. The display reads: *KEY = X=XXXXXXXXX. The first X is the number key to which the provider ID is being mapped. The next nine Xs display the provider ID number.

10. Ask the provider to verify that the provider number is correct. Press the **Func|Enter** key. The display reads: UPDATE KEY.

11. Press the **Func|Enter** key. The display reads: Y OR N.

12. Press the ***|Yes** key. The display reads: PROV KEY CHANGE.

13. Press the **Func|Enter** key. The display reads: Y OR N.

14. Press the ***|Yes** key to map another provider number or press the **#|No** key if no other mapping is required. If the ***|Yes** key is pressed, repeat Steps 6 – 11. If the **#|No** key is pressed, the display reads: RETRY PRINTER.

15. Press **Clear** to return to the WELCOME TO AIM screen.

Section 9: ETR Out of Warranty Status

Process Summary

This section outlines the procedures for an Emergency Terminal Replacement (ETR) for a piece of equipment that is out of warranty. To file an ETR, do the following:

Process Steps

1. Open the ETR template located in *L:\Systems\ECS\Omni\Etr*. Choose the document titled *template.doc*. A sample ETR displays.

2. Choose **File** in the menu bar and select **Save as** from the *File* menu and save the new document under the <provider name>.doc.

3. Access the Header by selecting **View** in the menu bar, and **Header and Footer** from the *File* menu. In the header of the ETR form, fill in the *Date*, *Warranty Status (NO)*, check information and the name of the Omni Help Desk representative requesting the ETR.

4. Fill out the remainder of the ETR form with the following information:
   – Name of the provider
   – Shipping address
   – Provider contact name
   – Provider telephone number
   – Description of defective equipment - state exactly what piece must be replaced
   – Reference serial number. The serial number located on the bottom of the Omni or the printer.
   – Warranty Expired: Yes and date of expiration
   – Exact nature of the problem including the steps taken to arrive at the conclusion
   – Purchasing: Indicate if the provider is paying by check, money order, Master Card, or Visa. Include the credit card number, expiration date, and name on the credit card.

5. Print the finished ETR.

6. Advise the provider that a replacement piece of equipment is not shipped until payment is received by the Plano, TX office. After the payment is received at the Plano office, the replacement equipment is sent via overnight mail.

7. If payment is made by credit card, immediately fax the ETR to Plano at 1-800-526-9839.

8. If payment is to be made by check, advise the provider to make the check payable to Electronic Data Systems and include the Indiana Health Coverage Programs provider number on the check. The check must be mailed to:
   EDS (A4-2A-15)
   5400 Legacy Drive
   Plano, TX 75024

9. Advise the provider to call and confirm when the check is mailed. Wait until confirmation is received that the check is in the mail before faxing the ETR to Plano.

10. When the provider receives the replacement Omni terminal or printer, a return address label is included in the shipment for the return of the defective piece of equipment. The provider should return the defective piece of equipment to EDS in Plano, Texas using the return address label.